

TELEMEDICINE GUIDELINES AND FAQS

Who Can Schedule a Telemedicine Visit?

- **New and follow-up clients**

What will I need?

- **Digital weight scale:** Your medical provider will capture a photo of your weight while you are standing on the scale, or you may email a photo prior to your virtual visit.
- **Digital blood pressure cuff with heart rate reading:** Your medical provider will have you take your blood pressure and heart rate during your visit.
- **Driver's license (new clients):** Please email a clear image of your non-expired State-issued driver's license to info@learn2lose.com. *We must have this prior to your telemedicine visit.*

Weight measurements are required for every medical provider visit for all clients. Blood pressure and pulse rate measurements are required every visit for clients who are prescribed stimulant appetite suppressants. Delays in obtaining this information will result in prescription delays.

Internet Browsers: We currently use Doxy.me as our telemedicine interface. Doxy.me will work with the most up-to-date versions of Chrome, Safari and Firefox. Please use a device with a stable internet connection and make sure you can log into your provider's telemedicine waiting room prior to your appointment. If you are using your smart phone or tablet, make sure your settings for camera and microphone are enabled.

Starting Your Telemedicine Appointment

1. Please make sure ALL necessary paperwork, consent forms, payment has been received by Learn2Lose 24-48 hours prior to your telehealth virtual visit. Make sure all necessary equipment (digital scale and digital BP device) are available prior to your appointment.
2. If you don't already have your appointment, go to <https://learn2lose.com/book-appointment/> to book online or call (704) 243-7106.
3. Test your telemedicine connection! Prior to your scheduled appointment time test your devices ability to connect with our telemedicine portals.
 - a. For [Dr. Croland](#): <https://doxy.me/learn2losecroland>
 - b. For [Jean Marie, PA](#): <https://doxy.me/learn2losedebarros>
 - c. For [Nikol, PA](#): <https://doxy.me/learn2losetimmons>
4. **Appointment Time!** Enter your medical provider's Virtual Waiting Room (see #3) to start your visit.
5. We are currently collecting payment for the visit when appointment is booked. If you book your appointment online please be sure to [pay online](#) as well. <https://learn2lose.com/product-category/telemedicine/>